

Fuel Network Team Standard Operating Procedures

Job Title: Fuel Network Program Specialist (Kathryn Anderson)

Job Summary: This position will oversee the day-to-day operations of the fuel network unit which includes record keeping, issuing fleet fuel cards, assigning personal identification numbers (PIN), answering questions and preparing and processing invoices. Markets the State Fuel Network program to federal, state, county, and city officials. Assists with analyzing local and national fuel trends to insure the most cost-effective time to purchase and acquire fuel. Coordinates fuel deliveries to all state fueling depots and reconciles fuel inventories.

Tasks and Responsibilities – Daily (D), Weekly (W), Monthly (M), Yearly (Y), and as Needed (AN)

- **Provide daily maintenance on customer accounts.** To include; response to customer calls, faxes, and written correspondence. Add/change/delete customer pin number's and gascards. Maintain the integrity of the customer accounts and database. Assist customers with problems, questions, and fuel concerns relating to the statewide fuel network. Maintain the gascard database and the integrity of the customer accounts. Add/change/delete pin numbers and gascards. Responding to each customer call, fax, or written correspondence within an 8-hour workday and not to exceed a 24-hour time frame. (D)
- **Assist the Fuel Network Systems Specialist as needed with reconciliation and analysis of fuel inventories and State Fuel Contract specifications.** Maintain a listing of all fuel sites, tank capacities, fuel inflows, outflows, and unusual fuel anomalies that may occur. Obtain periodic manual tank inventories so as to reconcile them with the information in the database. Investigate and resolve variances at sites with acceptable division guidelines; less than 5%. Work with our accounting personnel to maintain the perpetual inventory integrity, through the reconciliation of delivery receipts and maintain accurate fuel inventory levels. (AN)
- **Insures that the Fuel Accounting Tech inputs all manual Gascard transactions.** The Fuel Network Program Specialist also insures that the Fuel Accounting Tech: reviews records for payment on all charges made at the fuel sites and posts transactions for payment. All manual transactions are entered on a monthly basis to be included in the current billing cycle and reviewed for errors prior to sending. (M)
- **Assist the Fuel Systems Specialist with the coordination, procurement, and analysis of fuel requirements on an as needed basis.** Daily monitoring of the State operated fueling sites. Analysis and application of all market forces on fuel consumption, supply, and price improvement. Procurement of fuel of State owned and operated sites within sage levels of supply. Notification of appropriate site personnel to confirm anticipated delivery, receipt, and amount delivered. Review delivery receipt information with the State of Utah contracts for appropriate pricing, delivery amounts, and terms. Enter new pricing information into the gascard system. (D)
- **Provide back up support for other fuel team members.** Provide back up for all aspects of the Utah Fuel Network to include the daily maintenance of customer accounts, marketing, manual billing, new accounts, and training. (AN)
- **Suggest, promote, or develop at least one significant idea that could improve the way you perform your job at the State Fuel Network.** The suggestion should save either time, money, or liability. Submit your proposed suggestion verbally to the Fuel Systems Manager outlining your ideas, or changes. (AN)
- **Remedy task documentation.** Insure every task from the Remedy help desk is completed. Manage priorities and resolution of problems and request in a timely manner. (AN)

- **Documents all incoming faxes, phone calls and e-mails.** All incoming correspondence to the Fuel Network Program Specialist is to be recorded and filed for reference as needed. (D)
- **Performs other related tasks as assigned.** Accepts assignments and carries out the intent of such in a timely manner, or assigned scheduled date given by the manager or team leader. Asking necessary questions needed to clarify and complete assignments. (AN)

Important processes I am responsible for or part of?

- How to create a new Gascard PIN (See the attached flowchart)
- How to delete a Gascard (See the attached flowchart)
- How to delete an old Gascard and replace it with a new card (See the attached flowchart)
- How to activate a new Gascard (See the attached flowchart)
- Updating the Chart of Accounts as needed (See the attached Chart of Accounts dated 11/9/00)

Miscellaneous information related to Gascard requests

- Screen 95 in the Gascard system is used to look up who is fueling at particular fuel sites
- Screen 55 in the Gascard system is used when a card is not “cloned” and permit for taxes is needed

Quality control reports I run: Daily (D), Weekly (W), Monthly (M), and Yearly (Y)

- Activity reports of all responses to customer requests. (D) The Fuel Network manager reviews these reports weekly.
- Microsoft Access queries are run as needed to update customer account information.

Person that backs me up when I am on vacation or sick?

- Karen Kraus